

## Report of the TRS Coin Sent-Paid Industry Team

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Tab A

## Attachment A

### Telecommunications Relay Service FCC Coin Sent-Paid Order

May 9, 2003

Dear SHHH member, [or TDI member: separate letter for each organization]

The Federal Communications Commission (FCC) released an Order on October 25, 2002 ruling that Telecommunications Relay Service (TRS) calls from coin-operated payphones will remain free of charge for Local calls. TRS Toll calls (long distance) from coin-operated payphones can be made using the following alternative payment options: a) Calling Cards; b) Prepaid Cards; c) Collect; d) Third Party Billing.

For Local calls from coin-operated payphones, you can dial 711 (or your state relay access numbers) to reach your Communications Assistant (CA) who will then complete your local call for no charge after you provide the CA with the local called party number.

For Toll calls from coin-operated payphones, you can dial 711 (or your state relay access numbers) to reach your CA. You will then need to communicate to the CA the number to be dialed. If alternative billing is requested, provide the alternative billing information you choose for this call. Calling Card calls should cost no more than if you paid with coins. Prepaid Card rates, while often less than those of Calling Cards, vary with providers, so please check with your card provider about their rates.\* Collect and Third Party calls can be made at the same rates as regular voice phone users pay.

It is important to note that the TRS caller (you) should determine if a call to be placed is a "toll" or a "local" call. Accordingly, to avoid possibly incurring unnecessary charges for a local call, it is suggested that you make sure that the call you place is a *toll* call before you provide the PIN number to the CA for prepaid card calls. If the call you are placing is actually a *local* call, if you have already provided your PIN number, your prepaid card provider will begin to deduct minutes from your card, once the call is connected.

Included here are instructions to help you make these TRS calls from coin-operated payphones. Wallet-sized instruction cards will be distributed at TRS outreach events/locations in the near future. If you have any further questions regarding payment for TRS calls from coin payphones, please contact SHHH email: [national@shhh.org](mailto:national@shhh.org). [or the TDI e-mail address for TDI members]

Sincerely,

Mike DelCasino - AT&T  
Industry Team co-chair

Al Novell - Verizon  
Industry Team co-chair

\* PLEASE NOTE: Some pre-paid cards may not work because the pre-paid card providers are not registered with the TRS providers.

## **Instructions for making a TRS call from a Coin Payphone**

### **Local Calls**

1. Dial 711 (or your state relay access number).
2. Upon reaching the Communications Assistant (CA), provide the CA with the local telephone number to be called.
3. The CA will then complete this local call at no charge.

### **Toll Calls**

1. Dial 711 (or your state relay access number).
2. Upon reaching the CA, provide the CA with the telephone number to be called.
3. If alternate billing is requested, provide the CA with all the billing information (e.g., calling card number, Pre-paid calling card access number and PIN number, etc.).
  - Calling cards should cost no more than if you paid with coins.
  - Prepaid card rates, while often less than calling cards, vary with providers, so check with your prepaid card provider about their rates.
  - Collect and third party calls can be made at the same rates as regular phone users pay.
4. The CA will then complete the toll call, and you will be charged for the minutes of use for this call.

**NOTE:** It is up to the TRS caller (you) to determine if the call to be made is a *local* call or a *toll* call. If you provide the CA with your pre-paid calling card access number and PIN before giving the telephone number of the person you wish to call, your prepaid card provider will begin to deduct minutes from your card once the call is connected.

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Tab B

## **Attachment B**

### **FCC'S FIFTH REPORT AND ORDER**

#### **TELECOMMUNICATIONS RELAY SERVICE (TRS) COIN SENT-PAID**

By Al Novell & Mike Delcasino

TRS Industry Group - Co-Chairs

#### **BACKGROUND**

##### **TRS Coin Sent-Paid (Coin calling from Payphones) Requirement**

Congress directed that TRS providers should be capable of handling all calls typically provided by common carriers. In accordance with this mandate, the Federal Communications Commission (FCC) required, in their *First Report and Order on TRS*, that TRS providers be able to handle coin calls from payphones by July 26, 1993. As this date approached, several parties requested that the Commission exclude coin calls from the mandatory minimum TRS requirements. Petitioners explained that handling TRS calls made with coins at payphones would be technically difficult because a relay call is, in fact, two separate calls – one from the customer to the relay center and a second call from the relay center to the called party. These petitioners argued that the systems for assessing the correct charge for coin calls, and for handling coin collection and return functions, is only able to take place on the first leg of the call.

##### **Alternative Plan**

On August 25, 1995, the FCC released a *Memorandum Opinion and Order (Alternative Plan Order)* in which it concluded that providing coin relay service was not technically feasible at that time. An Alternative plan was adopted by the Commission that required carriers to: (1) allow TRS users to make local TRS payphone calls free of charge; (2) enable TRS users to make toll calls by using calling or prepaid (debit) cards with rates equivalent to or less than those that would apply to a similar conventional call made using coin sent-paid service (coin call rates); and (3) develop programs to educate TRS users about alternative payment methods and to make calling or prepaid cards available to TRS users.

##### **Coin Sent-Paid Second Further Notice**

On March 16, 2001, the Commission released a Second Further Notice of Proposed Rulemaking on the TRS coin requirement to update the record for the purpose of issuing a permanent rule in this matter.

## **FIFTH REPORT AND ORDER**

Based on the Comments and Reply Comments in the Commission's Further Notice in 2001, the Commission released its Fifth Report and Order on October 25, 2002. They concluded that a technical solution had still not been developed, and therefore, eliminated the requirement that TRS carriers and providers be capable of providing coin TRS service from payphones. The Commission did, however, adopt many of the safeguards from then Alternative Plan into its permanent rules so that the disabled community could make TRS calls from coin-operated payphones.

In this Order, the Commission ruled that Telecommunications Relay Service (TRS) calls from coin-operated payphones will remain free of charge for Local calls. The Order also provided for TRS Toll calls (long distance) from coin-operated payphones to be made using the following alternative payment options: a) Calling Cards; b) Prepaid Cards; c) Collect; d) Third Party Billing. This Order went into effect on March 10, 2003.

Other key findings and mandates by the Commission in this Order include:

- eliminating the requirement that TRS carriers and providers be capable of providing coin TRS service from payphones because of technical infeasibility.
- declining to make Communications Assistants (CAs) responsible for determining whether each call is local. Thus, it becomes the TRS users responsibility for determining whether the call is local before providing a prepaid card access code to the CA.
- declining to adopt a 100 mile radius for "local" calling status as suggested by one disability group, explaining that this would provide the disabled community with better than "functional equivalence" regarding payphones.
- noting that it is infeasible for charges to be the lower of the coin sent-paid rate or the rate of the caller's preferred billing mechanism. This means that if a TRS "collect" call is made, it is billed as a "collect" call, and not the lower of the coin or collect rate.
- determining that there was no need to regulate the prepaid calling cards at this time because of the robust competition in that market, and the ease of making cost comparisons among card providers.
- believing that the current educational and outreach programs have not been sufficient and have therefore, made strong recommendations to bolster these programs.
- strongly recommending that carriers send an educational letter to the disabled community instructing them on how to make TRS calls from payphones and the various options for payment of these calls, and continue to include a wallet-sized card containing the steps to make a TRS call.
- strongly recommending that carriers set up informational booths at local, regional, and national consumer conferences to inform the disabled about relay calls from payphones. This includes passing out educational materials and wallet-sized cards with visual characters describing how to make relay calls from payphones.

- finding that a requirement to place instructions on how to make TRS payphone calls near or on text (TTY) telephones located in public areas is unnecessary.
- strongly recommending that each carrier establish and maintain their own website with TRS educational materials.
- encouraging carriers to place step-by-step instructions in telephone directories that describe how to make relay calls from payphones.
- strongly recommending that carriers consult with the disabled community regularly on the effectiveness of each of the above consumer educational programs.
- requiring that the Industry Group compile and submit a report to the Commission (due March 10, 2004), detailing the steps that have been taken to comply with the consumer educational programs in this Order.
- determining that TTY to TTY calls from a payphone are not TRS calls and, therefore, not part of this proceeding.
- recommending that the newly formed Consumer/Disability Telecommunications Advisory Committee monitor future developments in this area.

## **1. Payment Methods for TRS coin-operated payphone calls**

### **Local Calls**

In the Commission's *Second Further Notice*, they noted that the Alternative Plan for local TRS payphone calls ("**free of charge**") worked well and proposed to continue this action. All commenters addressing this proposal also supported this continuation...and as a result, the FCC adopted free local TRS calls from coin-operated payphones as part of their permanent rules.

One community group was concerned that a TRS user may be charged for a toll call even if the call distance is only a few blocks. This group recommended that calls within 100 miles be considered local calls for TRS purposes. The Commission declined to adopt this proposal. The Commission acknowledged that the methods which relay providers use to assign local status to calls from payphones ensures that TRS customers will receive the same, if not more favorable treatment than that of non-hearing or non-speech disabled customers. Because the Americans with Disabilities Act only mandates functionally equivalent service, the Commission saw no reason to impose an additional requirement that would provide better than functional equivalence.

### **Toll Calls**

In the Further Notice, the Commission proposed that callers be able to use calling, collect calling or third party billing to pay for toll coin sent-paid relay calls from payphones. The Commission adopted this proposal because they believe that there is currently no feasible way for a TRS toll call to be made using coins. They agreed with the disabled community that carriers should be required to accept prepaid cards for toll relay calls from payphones. Therefore, the FCC will require carriers to allow the use of calling cards, prepaid cards, collect or third party billing for toll calls from payphones.



In the FCC's *Second Further Notice*, the Commission tentatively concluded that carriers may not charge more than the lower of the coin sent-paid rate or the rate for the calling card, collect, or third-party billing, for TRS toll calls from payphones. The FCC declined to adopt this conclusion because they agreed with the California Public Utilities Commission that a requirement to compare the coin rate and a calling card rate would be unworkable.

The Commission also noted that the calling card and prepaid phone card markets are currently very competitive, adding to the number of options available to TRS users who make toll calls from payphones. The FCC did, however, strongly encourage carriers to eliminate other surcharges on TRS calls, and to assist callers, through educational outreach, in finding the most cost effective means of making TRS toll calls from payphones.

The Commission also considered the difficulty of regulating the prepaid card market and found no need for regulation of the prepaid market at this time because there is robust competition in the prepaid calling market. Prepaid card rates vary significantly from vendor to vendor, and the Commission has instituted a consumer outreach campaign designed to educate all consumers about smart long distance shopping.

## **2. Consumer Education Programs**

### **Consumer Education Letter**

The Commission strongly recommended that carriers provide TRS Coin Sent-Paid instruction, and continue to include a wallet-sized card containing the steps for making TRS payphone calls in a mailing to the disabled community (see last section of this article). Carriers should consult with organizations representing individuals with hearing or speech disabilities to develop this letter and card in a manner that is consistent with the consumer outreach and education goals in this proceeding.

### **Informational Booths at Conferences**

The Commission strongly recommended that carriers attend and set up informational booths at local, regional and national consumer conferences of organizations representing people who are deaf, hard of hearing and speech disabled. Because consumers will be able to obtain information from carriers, while at the same time expressing their concerns, the informational booths will help provide an effective and efficient means for consumer education. The Commission believes that consumers will benefit from carriers providing demonstrations on access to TRS centers from payphones at these conferences.

#### TRS Instructions On or Near TTY Payphones

The Commission found that a requirement for carriers to place instructions on how to make TRS payphone calls near or on TTY payphones located in public areas is unnecessary and would be difficult to enforce. Because payphones typically have a limited amount of space and Payphone providers are already required to post disclosures that fill much of that space, requiring additional information on public phones could be costly and add to customer confusion. The FCC does encourage carriers to work with these payphone providers to voluntarily make such information available at payphone sites wherever possible.

#### TRS Web Site

Although not all TRS users have access to computers, the disabled community welcomes the development of web sites that provide information on how to make TRS payphone calls. The FCC web site currently provides detailed information on telecommunications relay service, including how to make TRS calls from coin-operated payphones. Additionally, the Consumer & Governmental Affairs Bureau has available a Fact Sheet describing how to make relay calls from payphones. However, the FCC believed that carriers are better positioned to provide information on their TRS service offerings, whether individually or jointly and, accordingly, strongly recommended that carriers create such web sites themselves.

#### TRS Information in Telephone Directories

The Commission, although not legally adopting a requirement at this time, encouraged carriers to place step-by-step instructions in telephone directories that describe how to make relay calls from payphones. Because of the nature of the directory publishing market, the FCC encouraged publishers to gather this information and publish it as soon as possible. Moreover, they encouraged publishers to include, but not limit this information to: step-by-step instructions for making local and toll TRS calls from payphones, numbers to call for assistance and information about relay services, the charges associated with making non-local TRS calls, and the billing options available.

#### Consultation with the Disability Community

The disability community believed that carriers should consult and discuss issues nationwide with TRS providers, the National Association of State Relay Administrators, and the Telecommunications Equipment Distribution Program Administrators. They also recommended that carriers continue to talk with national organizations and suggest that carriers consult with the Consumer/Disabilities Telecommunications Advisory Committee. The FCC agreed that such consultation could be beneficial to consumer outreach and education efforts. Accordingly, they strongly recommended that carriers regularly consult with representatives of people with hearing and speech disabilities to determine the effectiveness of each of these consumer education programs

### Other Outreach and Educational Efforts

The Commission also requested comment on additional methods needed to educate TRS users about their payphone options, and the extent to which such outreach efforts should be coordinated with outreach and education efforts required in other TRS proceedings. The Disability community suggested that the industry should set up demonstrations at shopping malls, public transit facilities, and sports arenas. Although the FCC did not require such measures at this time, they encouraged carriers and industry members to utilize these and other such measures to help educate the public about how to make relay calls from payphones.

### Reporting Requirements

Finally, the FCC required carriers, via the Industry Team, to submit a status report on TRS outreach efforts to the Commission on March 10, 2004. Such a report will facilitate the FCC's efforts to ensure that TRS consumers have the information they need to complete TRS calls from payphones. This report should be in narrative form and address the following issues: (1) implementation and effectiveness of consumer education of calling cards and/or prepaid cards for toll calls; (2) coordination with the TRS user community; and (3) identification of any problem areas and corrective action taken.

### **3. TTY to TTY Calls from Payphones**

In the Commission's *Second Further Notice*, they proposed to ensure that TRS users are able to make TTY to TTY calls from payphones using the carriers of their choice, at rates that are equivalent to voice-to-voice calls from payphones. The Industry Team, commented stating that even though persons with hearing disabilities may make TTY to TTY calls from a payphone, the Commission has previously determined that a TTY to TTY call is not a TRS call and therefore is outside the scope of this proceeding. The Commission agreed but strongly urged carriers and providers to include information on how to make TTY to TTY payphone calls in their outreach and education materials.

### **4. Monitoring Technological Solutions to Coin Sent-Paid Calling**

In the *Second Further Notice*, the Commission explained that the proposal to exempt coin calls from the TRS requirements on a permanent basis comes after nearly a decade of concerted efforts to find a technical solution that could make the handling of these calls both feasible and functionally equivalent to conventional voice telephone calls. The Commission has found that the newly formed Consumer/Disability Telecommunications Advisory Committee is best suited for monitoring and reporting on technical developments.

The wallet-sized card instructions for making a TRS call from a coin-operated payphone will be available at the SHHH conference in late June. The instructions on the back of the card reads as follows:

**Instructions for making TRS calls from Coin Payphones**

1. Dial 711 (or your state relay access number)
  2. Provide Communications Assistant (CA) with number to be called
  3. CA will complete local TRS call **free of charge**
  4. For toll calls, provide CA with all alternative billing information requested  
(e.g., calling card number, pre-paid card access number, PIN number, etc.)
    - CA will complete toll call, and you will be charged for the minutes of use
- 
- \* Calling cards should cost no more than if you paid with coins
  - \* Prepaid card rates vary with providers
    - Check with your card provider about their rates
  - Collect & 3rd party calls can be made at same rates as regular payphone users

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Tab C

## Attachment C

### COIN-OPERATED PAYPHONE RELAY CALLS



**CALL 7-1-1 or your state relay access number**

State Relay TTY # \_\_\_\_\_

State Relay Voice # \_\_\_\_\_

### TO MAKE RELAY CALLS FROM COIN-OPERATED PAYPHONES

1. Dial 7-1-1 (or your state relay access number).
  2. Provide Communications Assistant (CA) with number to be called.
  3. CA will complete local TRS calls free of charge.
  4. For toll calls, provide the CA with all alternative billing information requested (e.g., calling card number, pre-paid card access number, PIN number, etc.)
    - CA will complete toll call and you will be charged for minutes of use.
- 
- \* Calling card calls should cost no more than if you paid with coins.
  - \* Prepaid card rates vary with providers.
    - Check with your card provider about their rates.
  - \* Collect & 3rd party calls can be made at same rates as regular payphone users.

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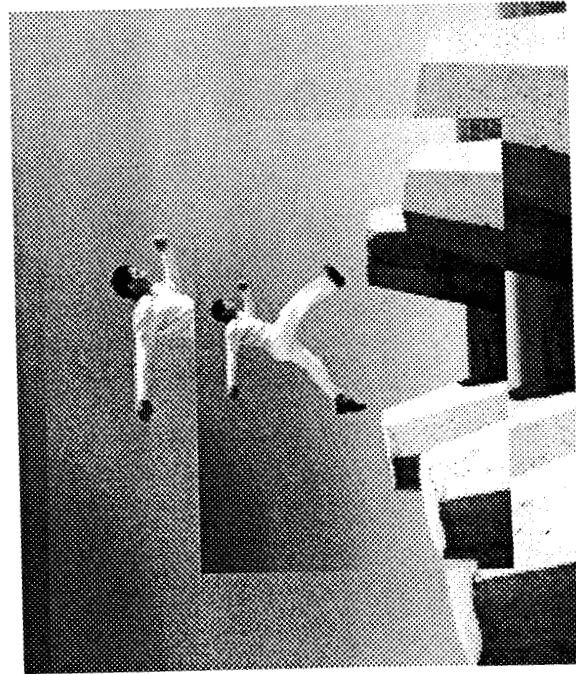
Tab D

Hearing Loss  
put me

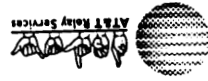
## Out of Reach

I don't view hearing loss as a problem. I just continue to reaffirm my independence every day. Some say my success is a victory for humanity. I say it's all about dedication.

I'm just one of 23 million Americans who are deaf, hard-of-hearing, or live life with some degree of hearing loss. None of us should see it as a problem, because **AT&T Relay Service** is right there with telephone service to help keep us connected with our busy lives. Remember, people who are deaf, hard-of-hearing, or have some hearing loss need telephone services to help us keep pace with our friends and families, too!



Cross the lines of communication freely.  
Stay in touch with **AT&T Relay Service**.  
It's a language we can all understand.



295 North Maple Avenue  
Basking Ridge, New Jersey 07920

Independence  
is a  
noble calling



Attachment D

[www.att.com/relay](http://www.att.com/relay)



## Call Me!



Telecommunications Relay Services (TRS) allows anyone who may have a hearing or speech loss to communicate with almost anyone in the world on the phone! Any hearing person can communicate with their friends who are deaf, hard-of-hearing, or speech disabled just as easily through the use of TRS.

Relay is for anyone who uses a TTY/TDD or standard telephone to communicate. The TTY message is then skillfully relayed by a Communications Assistant (CA), word for word to the hearing person on the other end of the line. Then the CA types what the hearing person has said back to the TTY user. And by law, each conversation is handled with the strictest confidentiality. There is no additional charge to access **AT&T Relay Services**.

Learn more about us. Log onto the AT&T Web site at [www.att.com/relay](http://www.att.com/relay) and find out how relay fits in your life!

## 711 Is a Real Hot Button Issue!

**Dial 711** in any AT&T relay state and you're automatically connected with an AT&T Communications Assistant. That's right ... just press three buttons and get connected to anyone, any time, anywhere! 711. This simple phone number is designed to give both voice and TTY users easy access to the relay system quickly and effortlessly.

**Dial 711.** A newfound freedom in an instant. If 711 isn't active in your area yet, it soon will be! Away on vacation. On the road. Or traveling on business. AT&T Relay is always reachable at 1 800 855-2880 (TTY/Computer), or 1 800 855-2881 (Voice).



## The Power to Communicate Is in Your Hands

Want to talk directly to the person you dialed? Use **Voice Carry Over (VCO)**. VCO allows people who are deaf or hard-of-hearing the option to receive their conversation directly to the hearing person. The CA then types the hearing person's response to the VCO user. If privacy is requested, the CA drops out during the VCO's part of the conversation.

VCO can be used with either a TTY or a special pre-programmed VCO phone.



## The Power to Choose

Get your relay calls connected even faster! Create an **AT&T Relay Choice™ Profile (RCP)** and your personal calling preferences will automatically activate every time you call AT&T Relay Services. In just a matter of seconds, incoming and outgoing calls are instantly accessed to the relay system without the need to supply the CA with the same information every time you dial.

AT&T RCP is even equipped with memory dial for the numbers you call most.

To find out more, call 1 888 288-2183 (TTY/Computer), or 1 888 288-2182 (Voice), or fill out this e-form on the Web site at [www.att.com/relay/relaycp.html](http://www.att.com/relay/relaycp.html)



## Introducing Speech-to-Speech

The new **AT&T Speech-to-Speech Relay Service (STS)** lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained AT&T Communications Assistant by dialing 1 800 228-5746. An STS user will experience no additional cost for using this service instead of our standard relay service. In fact, STS calls are billed as if dialed directly without the use of STS Relay Service.

For more information, log on to [www.att.com/relay/speech2speech.html](http://www.att.com/relay/speech2speech.html) and find out how Speech-to-Speech Relay will work for you!

## To coin a phrase ...

The FCC's current order for processing of relay calls from public coin phones means that you can complete a local relay call from a public pay phone at no cost.

The order also requires that relay providers accept prepaid cards or calling cards for completion of toll and long distance calls with rates equivalent to or less than call coin rates. Customers calling from public pay phones who reach the AT&T Relay Service will be able to:

- complete a local relay call at no cost and without having to deposit coins or provide other billing arrangements
- complete a toll or long distance call using a prepaid card
- Please check with the prepaid provider about their rates
- complete a toll or long distance call using an AT&T calling card at the same rate or less than what it would cost to place the call using coins

**Keep connected with your life.**

For more information, click [att.com/relay](http://att.com/relay)



## Arkansas Relay Service

... Linking people who are deaf, deaf-blind, hard of hearing and speech impaired to people with normal hearing through the telephone.

**CUSTOMER PROFILE** Relay users may contact the Customer Service at 800-285-7192 and request a profile be set up, which will include customer preferences such as preferred mode of answer (voice, TTY, VCO), long distance carrier, speed dial, VCO, STS, Spanish, etc. It makes using ARS easier and faster.

### Notice to Payphone Users

Following is the FCC approved Alternative Plan for coin sent paid calls placed through relay services:

- Users may make local Relay payphone originated calls free of charge.
- Relay users may make toll calls with calling cards or prepaid (debit) cards that have rates equal to or less than applicable to similar non-relay calls made using payphones.

Telephone Relay Services for the citizens of Arkansas is provided by the Arkansas Deaf and Hearing Impaired Telecommunications Services Corporation, which was established by Act 1080 of 1997 by the Arkansas General Assembly. The corporation is governed by a seven-member Board of Directors appointed by the Governor. The contract to provide relay services for the state is awarded by competitive bids.

To make a relay call, just dial

# 711

(TTY or voice)

1-800-285-7192 (customer service)

### DIRECT DIAL RELAY NUMBERS

Spanish Language TTY/Voice Relay—866-656-9822  
Speech to Speech (English) Relay—866-656-9823  
Speech to Speech (Spanish) Relay—866-656-9824  
900 Number Relay (English)—900-344-3323

TO MAKE A RELAY CALL, JUST DIAL

# 7-1-1

### CUSTOMER SERVICE NUMBER

## 1-800-285-7192

Questions, Compliments, Complaints

### Direct Dial Relay Numbers

Spanish Language TTY/Voice Relay—866-656-9822

Speech to Speech (English) Relay—866-656-9823

Speech to Speech (Spanish) Relay—866-656-9824

900 Number Relay Service (English)—900-344-3323

900 Number Relay Service (Spanish)—900-344-4889

We are available for free presentations to groups. If interested, please call 373-1683 or 800-664-6275 (voice or TTY).

ARKANSAS  
**ARS**  
RELAY SERVICE

1111 W. Capitol Ave., Room 821  
Little Rock, AR 72201

501-373-1684 (TTY)  
501-373-1683 or 800-664-6275 (Voice)  
or 501-373-3028 (Fax)

[www.arkansasrelay.com](http://www.arkansasrelay.com)

ARS is provided under contract by



Southwestern Bell


ARKANSAS  
**ARS**  
RELAY SERVICE

Bridging the telecommunications gap between TTY and voice callers 24 hours a day, every day of the year.

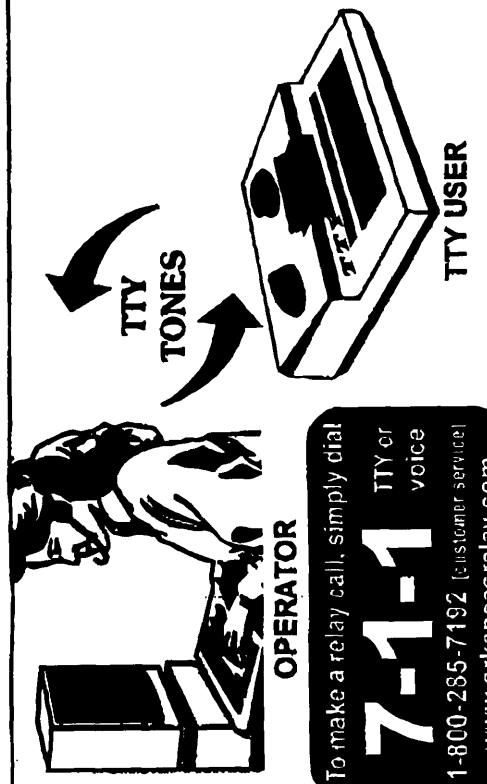
ARS Relay Brochure  
SBC Territory

# It's easy to make a Relay Call

**Basic Relay call**



**HEARING PERSON**



**OPERATOR**

**TTY USER**

To make a relay call, simply dial

## 7-1-1

TTY or voice

1-800-285-7192 (customer service)  
www.arkansasrelay.com

## THINGS TO REMEMBER

- Ⓐ A call can be made through Arkansas Relay Service (ARS) 24-hours every day of the year using either a regular telephone, TTY or computer modem.
- Ⓐ Your call can be local, long-distance, international, collect, person-to-person, third party, or prepaid card, and is answered by a Relay operator (Opr.).
- Ⓐ Using a separate outgoing line, the Operator calls the number you wish to reach and, if necessary, explains how the Relay service works.
- Ⓐ The Operator will type all the words as they are spoken by the hearing person and voice everything that is typed by the TTY user and vice versa. The Operator may also type in parentheses some background information such as "(baby crying in background)"
- Ⓐ The Operator serves as an transparent bridge between the TTY user and voice user. Complete (100%) confidentiality is guaranteed for all calls. Only billing data of the call is saved. No part of the conversation is ever saved in any form.
- Ⓐ Always have the telephone number and name of the person you want to call ready when you call the ARS in order to save time.
- Ⓐ There is no limit to how many calls you can make through the ARS, or how long you can talk.
- Ⓐ There is no extra charge for using ARS. Please tell the operator the name of your long distance carrier if the call is long distance. Long-distance calls will be billed at a special discount rate. Services such as directory assistance, collect calls, and person-to-person calls will also be billed to the customer.
- Ⓐ ARS is not 9-1-1. Always call 9-1-1 first for all emergency help. Call ARS for help only if you can not reach your 9-1-1 Center or other local emergency service. ARS will gladly relay emergency calls, but it will not be as fast as calling 9-1-1 direct.
- Ⓐ Be sure that you always get the Operator number at the beginning or the end of a call. This is important. We can not track any problems without the Operator number. Having the time the was made call helps.
- Ⓐ ARS does not sell, distribute, loan or repair TTYs. We only relay telephone calls.

**Voice Carry-Over**

Voice Carry-Over (VCO) is used by deaf or hard-of-hearing individuals who prefer to speak for themselves instead of typing their message. Their voice will "pass through" the Relay Operator's telephone unit to the called party. When the called party speaks, the operator listens and types what is said to the VCO person's TTY. Just dial 711 or 800-285-1131.

**Speech to Speech**

People with speech disabilities can call a specially trained operator who places the call then lets the caller speak. If the called party does not understand, the STS operator will repeat the words as needed. Call 711 or 866-656-9823 (English) or 866-656-9824 (Spanish).

**Spanish**

When both parties speak only Spanish, Relay calls can be made by dialing either 711 or by dialing directly to a Spanish speaking Operator. The direct number is 866-656-9822.

**2-Line Voice Carry-Over**

Two-line Voice Carry-Over (2LVCO) calls are possible when a customer has two separate telephone lines, one of which has 3-way calling capability. The Relay Service is contacted through line #1, the operator then calls the customer back on line #2. The customer answers the call on line #2, then conferences in a third person on line #2 and speaks directly to the third person. The operator listens to the third person only and types what is heard to the customer's TTY on line #1.

**Hearing Carry-Over**

Hearing Carry-Over (HCO) is designed for speech-disabled individuals who are able to hear the normal voice of the called party. Because they can not speak, the speech-disabled person will type by TTY his/her conversation to the Relay Operator, who in turn reads (speaks) it to the called party. Just dial 711.

**900 number Relay**

Calls to 900 numbers can be made through ARS. Callers will be billed for all charges made by the 900 service. Call ARS at 711 or directly to an 900 operator at 900-344-3323 (English) and 900-344-4889 (Spanish).

Michigan Relay Center  
155 Henrietta, Flr 2  
Birmingham, MI 48009

**HOW DO I CALL  
SOMEONE WHO IS:  
DEAF, HARD-OF-HEARING  
OR SPEECH-IMPAIRED  
AND HOW CAN THEY  
CALL ME?**



**Dial 711**

U.S. Postage  
Needed

**A TELEPHONE SERVICE THAT  
BREAKS THE COMMUNICATION  
BARRIER FOR PEOPLE WHO ARE  
DEAF, HARD-OF-HEARING OR  
SPEECH-IMPAIRED.**

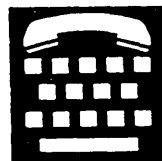


Using a telephone is simple for most people. They pick up the receiver and dial a number. In seconds they are talking and listening to a family member, a friend, a business associate or someone who can respond in an emergency.

But if you're Deaf, hard-of-hearing or speech-impaired, one would think that communication link with the world would be out of reach.

Not since 1991.

Now there is a telephone service in Michigan that lets you "talk" with anyone, anytime, anywhere in the world. It's called the Michigan Relay Center. It relays calls - from "hello" to "goodbye" - between people who are Deaf, hard-of-hearing or speech-impaired.



Key to using the Michigan Relay Center is the Teletypewriter (TTY/TDD) or a home computer with communications software. Relay users who are Deaf, hard-of-hearing or speech-impaired type their outgoing messages on the TTY or computer keyboard and read incoming and outgoing messages displayed on the screen.

These devices, which connect with most standard analog telephones, have long enabled people who are Deaf, hard-of-hearing or speech-impaired to communicate with others who also have a TTY.

But, by calling the toll-free number for the Michigan Relay Center - people who are Deaf, hard-of-hearing or speech-impaired can communicate with virtually anyone, 24 hours a day, 7 days a week, including holidays.

**THERE IS NO EXTRA CHARGE.**

The Michigan Relay Center is fast and easy to use. You will not be charged for this service. Only normal telephone charges will be applied. There are no limits to the length or number of your calls.

## HERE'S HOW THE SERVICE WORKS.



### TRAINED RELAY REPRESENTATIVES.

Michigan Relay Center Relay Representatives have had training in Deaf Culture and an exposure to American Sign Language. But if the Relay Representative is not sure about what you are typing, an interpreter will assist with translating your message into conversational English.

The Relay Representative will explain the Relay Service to the person you're calling. If you prefer that no explanation of the Relay Service be given, type NE (No Explanation) when placing your call.

If you are speech-impaired and wish to use your own hearing during a call, type HCO (Hearing Carry Over). If you are Deaf or hard-of-hearing and wish to use your own voice during a call, type VCO (Voice Carry Over) when placing the call. *See page 11 for diagram*

If during a conversation the person you're calling expresses emotion, or if there are interruptions or significant background noises, the Relay Representative will type that information in parentheses, for example, (baby crying).

### CONFIDENTIALITY IS ASSURED.

All relayed calls are held in strict confidence and will not be edited in any way. **Employees at the Michigan Relay Center are forbidden by law from disclosing any information, and no records of conversations are kept.**



#### *For a TTY user:*

Dial the Michigan Relay Center toll-free number, 711. A Relay Representative responds through your TTY printout or display. Type the area code and telephone number, name or place you are calling and GA (Go Ahead).

The Relay Representative places your call, provides instructions to the called party if necessary, and the conversation begins.

Type your messages on your TTY keyboard. The Relay Representative voices your messages to the hearing person on the other end of the line.

That person's messages are then typed by the Relay Representative and transmitted to your TTY printout or display.

#### *For a Voice user:*

Dial the same number (711) and give the Relay Representative the area code and telephone number you want to call.

The Relay Representative places the call which activates a signal in the called person's home or business. When he/she answers, speak to the person you are calling. The Relay Representative types your voiced messages plus background noises and side comments to his/her TTY printout or display and voices his/her typed messages back to you.

## FOR YOUR CONVENIENCE

Place this next to your TTY/TDD or phone as a guide on how to place and receive local Michigan Relay Center calls.

FOR PEOPLE  
WHO ARE  
DEAF, HARD-  
OF-HEARING  
OR SPEECH-  
IMPAIRED.



### CALLS FROM TTY/TDD TO TELEPHONE.

1. Dial the Relay Service: 711.
2. The Representative responds with: "MRC REP (number) F or M (for female or male) GA."
3. You type your name and the area code and number you want to call.
4. The Representative will dial the number and tell you what is happening, for example, "Dialing, Ringing, 1...2...3..." The Representative will let you know when the person has answered.
5. When the called person answers, the Representative will say, "This is the Michigan Relay Center. Are you familiar with a relay call?"
6. The Representative will tell you who has answered the phone, followed by GA, and then you type your messages.
7. The Representative voices your messages to the person on the other end of the line.
8. The Representative relays that person's messages to your TTY/TDD printout or display. The conversation continues until you decide to stop. Then type SK (Stop Keying/Finished).

### CALLS FROM TELEPHONE TO TTY/TDD.

NOTE: You should not use the Relay Service to call from one TTY/TDD to another TTY/TDD. Those calls you can dial directly to the number yourself.

1. When hearing people call you, they dial the Relay Center and give the Representative your name and phone number.
2. The Representative places the call, which activates a signal in your residence or business.
3. Answer by typing your name followed by GA.
4. The caller then speaks to the Representative who transmits his/her messages to you.
5. Your typed messages are then voiced by the Representative to the caller.

FOR  
HEARING  
PEOPLE.



## MAKING CALLS TO TTY/TDD USERS.

1. When phoning a person who is Deaf, hard-of-hearing or speech-impaired, dial the Michigan Relay Center: 711.
2. Give the Representative the name and area code and phone number of the person you're calling.
3. The Representative will ask if you are familiar with the Relay Service. If not, the Representative will tell you the following: "The person you are calling is using a special telecommunication device. I will type your messages to him/her and I will voice his/her typed messages to you. After he/she has finished, I will say "Go Ahead". Then you will know it is your turn to speak. Please speak slower than usual as I will be typing everything you say to the person on the other end of the line, including background noises and side conversations. Please speak directly to the person you are calling and say "Go Ahead" when you are finished."

## RECEIVING CALLS FROM TTY/TDD USERS.

1. When you answer your phone, the Relay Center Representative will state this is a Michigan Relay Center call and ask if you are familiar with the Service.
2. If you are not, the Representative explains the Service:
  - The person calling you is using a TTY/TDD.
  - The TTY/TDD user will type his/her message to you and the Representative relays the message to you verbally.
  - After each message is completed, the Representative will say to you, "Go Ahead."
  - Voice your message to the Representative. After each message is completed, say "Go Ahead." The TTY/TDD user then responds with his/her message.
  - Please speak slower than usual because the Representative will be typing everything you say. Your typed message is then relayed to the person who has the TTY/TDD.

## HOW TO PLACE OTHER CALLS THROUGH THE RELAY SERVICE.



### LONG DISTANCE CALLS WITHIN MICHIGAN

**Type or say:** I want to call (area code, telephone number and name of your long distance company).

### COLLECT CALLS

**Type or say:** I want to make a collect call to (area code and telephone).

My name is \_\_\_\_\_  
GA.

### CALLING CARD CALLS



**Type or say:** This is a calling card call.  
For toll or long distance calls using a calling card or prepaid calling card: 1. Dial 7-1-1  
2. Provide the Communications Assistant with the toll-free number listed on your calling card, your PIN number and the area code and phone number you wish to dial.  
GA.

#### NOTE:

If the person isn't available, there is no charge for your person-to-person call.

### PERSON-TO-PERSON CALLS

If you want to speak only to a particular person

**Type or say:** This is a person-to-person call to (name of person you're calling, area code, telephone number).  
GA.

To learn how to call from a hotel, motel or a pay phone, please call the Michigan Relay Center customer service number at 800-432-5413 V/TTY or go to our website at [www.michiganrelay.com](http://www.michiganrelay.com)

### CELLULAR PHONE



If you are using a cellular phone, be sure to give the relay representative the cellular phone's Carrier Identification Code (CIC) after you give the representative the number to call.

It may be necessary to provide alternate billing. Contact your cellular phone provider to get the CIC.



## EMERGENCY CALLS

If emergency help is required, call 9-1-1 or your local emergency number. Most police and fire departments have TTY/TDDs. As a TTY/TDD user, you can refer to the White Pages and call these agencies directly. If that is not possible, a Representative will connect you with the appropriate agency.



## HELPFUL TTY/TDD TERMS AND TIPS

- |     |   |
|-----|---|
| GA  | Go Ahead, your turn to type.  |
| HCO | (Hearing Carry Over) TTY/TDD user will use his/her own hearing during the call. |
| HD  | Hold, please  |
| NE  | (No Explanation) do not explain relay system to person called by TTY/TDD user.  |
| SK  | Stop Keying, means end of conversation/finished talking.                        |
| VCO | (Voice Carry Over) TTY/TDD user will use his/her voice during the call.         |

- To save time, punctuation is not used during TTY/TDD conversations.
- When answering a TTY/TDD call, please identify yourself by typing your name.
- Activate the voice announcer on your TTY/TDD or tap the space bar several times for numbers that use both TTY/TDD and voice to let that person know a TTY/TDD user is calling.





**NOTE:**  
Your computer  
could be set in  
half-duplex.  
Consult your  
software  
reference  
manual for  
information  
about your PC.

## SPECIAL INSTRUCTIONS FOR PC USERS.

People who are Deaf, hard-of-hearing or speech impaired who have a personal computer (PC) and wish to use the Michigan Relay Center, must have a modem for the computer to allow it to receive and transmit data.

ASCII:

Communication Mode...Asynchronous

Baud Rate.....300 Baud

Number of Data Bits.....8

Parity.....Even

Number of Stop Bits.....1

X-On X-OFF.....Required

**Note:** If you use a PC to communicate with the Michigan Relay Center and you have a DEAF BAUDET/ASCII modem and originate your call in DEAF BAUDOT mode you can use HCO/VCO. If you originate your call in ASCII mode you cannot use HCO/VCO.

## QUESTIONS AND COMPLAINTS.



For questions, commendations, or complaints about the Michigan Relay Center, call the Relay Service customer service number, toll free 1-800-432-5413 or 1-800-432-0762 (TTY/TDD and voice).

If you prefer, you may write to:

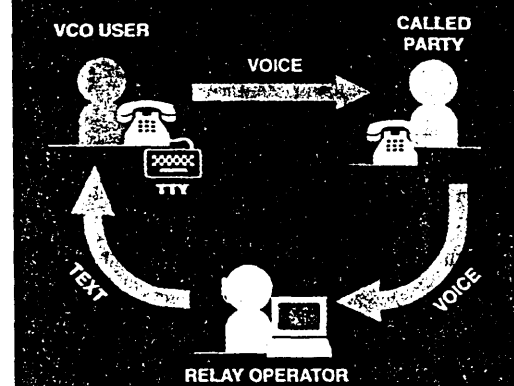
Michigan Relay Center  
Customer Service  
155 Henrietta  
Birmingham, MI 48009

or send e-mail: [mrc@michiganrelay.com](mailto:mrc@michiganrelay.com)

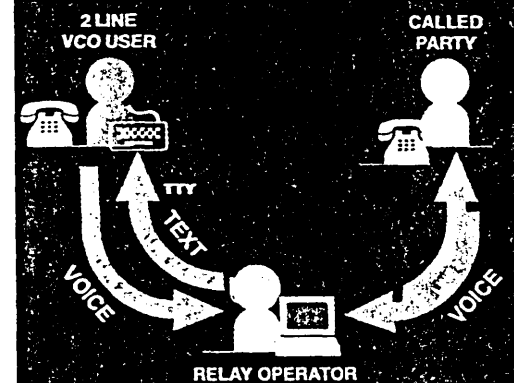
## MRC WEBSITE.

[www.michiganrelay.com](http://www.michiganrelay.com)

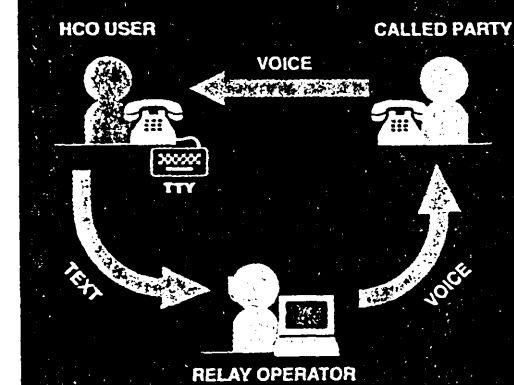
## Basic VCO



## Two Line VCO



## HCO Relay



To better understand more about VCO/2LVCO/HCO, please call 1-800-432-5413 to request a VCO/HCO brochure or visit the website at [www.michiganrelay.com](http://www.michiganrelay.com)





**MICHIGAN  
RELAY  
CENTER**

**COMMONLY USED ABBREVIATIONS**

ASAP	As soon as possible
ASST	Assistant
BIZ	Business
BYE	Goodbye
CD, CUD	Could
CUL	See you later
CUZ	Because
DEPT	Department
DR	Doctor
EDUC	Education
EMPL	Employment
FIGS	Figures
GA	Go Ahead, your turn to type
HCO	Hearing Carry Over
HD, HLD	Hold
ILY, ILU	I love You
IMPT	Important
INC	Incomplete
LTRS	Letters
MSG	Message
MSGS	Messages
MISC	Miscellaneous
MTG	Meeting
NBR	Number
NE	No explanation of relay svc.
OIC	Oh, I see
OPR	Operator
OXOXOX	Hugs and Kisses
PLS	Please
PRO	Professional
Q, QQ	Question Mark
R	Are
SERV, SRV, SVC	Service
SHD, SHUD	Should
SK	Stop Key, Goodbye
TDD	Telecommunication Device for the Deaf
THRU	Through
TMW	Tomorrow
TTY	Teletypewriter
U	You
UR	Your
URS	Yours
VCO	Voice Carry Over
WUD	Would

The Michigan Relay Center is operated by



on behalf of  
Michigan's Local Telephone Companies

## About the Relay Center

The Kansas Relay Center was established by order of the Kansas Corporation Commission (KCC) so that citizens of Kansas with speech and hearing impairments would have equal access to comprehensive telephone service.

The operation of the center was designed by the KCC, the Kansas Commission for the Deaf and Hard of Hearing and the Kansas Telecommunications Association, a not-for profit organization representing all of the telephone companies in Kansas.

It is funded by the Kansas Universal Fund.

The Kansas Relay Service, Inc., a not-for-profit corporation, was formed to handle the financial and administrative responsibilities of the relay service.

Southwestern Bell Telephone was awarded the contract in 1990 and continues to provide relay services to the people of Kansas.



**KANSAS RELAY CENTER**



**Telephone service for the  
deaf, hard-of-hearing and  
speech-disabled.**



**Relaying for Excellence  
One Call at a Time**

**If you have questions or comments about the  
relay center and its services, please contact:**

**The Kansas Relay Center  
734 Vermont  
P.O. Box 863  
Lawrence, Kansas 66044  
1-800-766-3777**

*Committed to Providing  
Confidential, Convenient  
Communication.*

## It's Convenient

The Kansas Relay Center is open all the time. We have relay operators on duty 24 hours a day and 7 days a week for your convenience.

## It's Confidential

Absolutely all calls are confidential. No record of a conversation is kept beyond the duration of a call. KRC operators are not allowed to divulge any information obtained from a relay conversation.

## It's Easy

The Kansas Relay Center is made up of a specially trained staff that helps calls go smoothly. The relay operator dials the numbers, reads the text, types the voice messages and handles any billing involved. In addition, the KRC operators are happy to explain how the relay works to anyone who is unfamiliar with it. A customer simply calls in and gives the relay operator the number he or she wants to dial, and the operator will handle the rest.

## It's Free

The Kansas Relay Center is a free service. There are no extra fees or charges for using it. Local calls are free, and long distance calls are billed at a special discounted rate.

## KRC Glossary

**GA — Go Ahead** means it is someone else's turn to talk. If you hear this or read this, then it is your turn to respond. If you type this or say this then it is the other person's turn to respond.

**SK — Stop Keying** means it is time to hang up; the conversation is ending.

**GA to SK —** This means the conversation is ending, and the parties are preparing to hang up, but last-minute responses are still welcome, like "Bye," "See ya later," "Take care," etc.

## Helpful Hints

**Prepare for each relay call.**

Have the number you want to call and other essential information available before you call. This will help the relay operator get the call off to a good start.

**Type or speak clearly and carefully.**

Accurate and complete messages make relaying easier. The information flows back and forth more smoothly.

**Be patient.**

For many reasons, relay calls take a little extra time. Patience and understanding are helpful to everyone.

## **Emergency Calls**

If you have an emergency, operators at the Kansas Relay Center can call the appropriate emergency number for you.

- ▼ Give the operator the number you are calling from and the kind of emergency you have (e.g., police, highway patrol, fire, ambulance).
- ▼ The KRC operator will quickly contact the emergency service you need.
- ▼ If your community has a 9-1-1 center equipped with a TT/TTY, you should call it directly without the relay center.

**Emergency Calls**

**Database/Profile**

**Directory Assistance**

**Personal Computer**

**Operator Services**

**Voice/Hearing Carry Over**

**Operator Assistance for the Deaf**

**Pay Telephone**

**TT/TTY**

**Telephone**





## **Operator Assistance for the Deaf**

Have you ever wanted to use your TTY to place a collect or third number billed call to another TTY user without using an operator? Have you wished you could call another TTY user and bill the call to your Southwestern Bell Calling Card or your local Kansas telephone company's calling card without using an operator to connect you? If you have answered yes to one or both of these questions, your wishes have come true! This new automated service enables you to use your TTY to place collect, third number billed or calling card calls with ease.

Currently, this new automated system will place intraLATA (same area code) TTY to TTY calling card, collect or third number billing calls. This new system will only recognize Southwestern Bell Telephone Company calling cards and most other Kansas local telephone companies' calling cards. This service is being introduced in phases, beginning with calls in the same area code. The next phase, to be implemented soon, will enable the user to place interLATA calls (calls to another area code, eg. 913 or 316).

*Continued on the back.*

**Operator Assistance for the Deaf**

**Pay Telephone**

**TT/TTY**

**Telephone**

# Customer Profile Database Form

## Instructions

### Telephone Information

1. Put down your area code and phone number.
2. Put down the name of your local phone company.
3. What is the name of your telephone (carrier) company for local toll calls? If you are not clear with this part, please call the MRC supervisor line at 800-432-0762 V/TTY for more information.
4. Put down the name of your telephone (carrier) company for long distance calls.

Please do not leave lines 2, 3, and 4 blank. When you put down the information here for the customer profile database, your call will then be billed with your choices for local, local toll, and long distance.

### Answering Preference Mode

Usually, when a relay rep receives a call, the rep will answer the phone verbally (voice) first. If there is no response, then the rep will answer the phone through the TTY. If the call is neither from a voice or TTY caller, the relay rep will attempt ASCII (computer modem) connection.

If the telephone in your house is used by a TTY user when calling MRC, the rep will answer you call thru TTY first if you circle TTY as your first choice answering preference mode.

You can choose two preferences: TTY, Voice, Hearing Carry Over (HCO), Voice Carry Over (VCO), or ASCII (computer modem).

### Speed Dial List

Speed Dial will let you place calls faster through the relay to those people you call most often. Pick up to eight (8) numbers you call most often through relay.

**Special Instructions:** can be left blank. However, you can put down your special billings or request (i.e. No Explanation (NE), Interpreter, collect, extension number (ext), VCO, HCO, etc.).

Look at the FAQ sheet for more information. Also, do feel free to call the MRC supervisor line at 800-432-0762 V/TTY for additional information.



# Customer Profile Database Form

Please print and return this form in self-addressed envelope

## MAILING ADDRESS

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## TELEPHONE INFORMATION

1. Area Code and Phone Number: \_\_\_\_\_

2. Local Phone Company Name: \_\_\_\_\_

3. Local Toll Phone Company Name: \_\_\_\_\_

4. Long Distance Phone Company Name: \_\_\_\_\_

## ANSWERING PREFERENCE MODE

(Circle One)

1<sup>st</sup> Choice: TTY

VOICE

VCO

HCO

ASCII

2<sup>nd</sup> Choice: TTY

VOICE

VCO

HCO

ASCII

## SPEED DIAL LIST

(Most often called numbers thru Relay)

Person	Telephone Number	Special Instructions

## TELEPHONE CALLING CARD (OPTIONAL)

Card Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Signature of Person Submitting Form: \_\_\_\_\_

Date: \_\_\_\_\_

# **CPS Frequent Asked Questions (FAQ)**

## **GENERAL QUESTIONS**

### **What is CPS?**

The Michigan Relay Center (MRC) is able to make calls go smoother and faster with the new program installed in the computers. The new program is called Customer Profile Software (CPS). It will store customers' information into a database.

### **How will MRC get the information from me or relay users?**

All MRC customers will need to fill out the Customer Profile Database form and return it to MRC. To receive the form for yourself and for other people, please call the MRC supervisor's line at 800-432-6709 V/TTY. You may FAX your request to (313) 563-9499 or send Email to <michrelay@ameritech.net>.

### **What will the information be used for?**

The information on the Customer Profile Database will be STRICTLY used for the CPS. All information received by customers are kept in confidential manner. The information is used solely for MRC purpose to make your relay calls go faster and smoother.

### **What are the benefits to the relay users?**

CPS will allow calls to be processed faster by eliminating the need to provide certain information to the Relay Representative (Rep) each time a call is placed.

## **TELEPHONE INFORMATION SECTION**

### **I have more than one telephone line in my house (or office). Do I need to get more form for each telephone line?**

Yes. If you have other phone numbers, use a different form. Contact us for another form.

NOTE: Effective immediately, the MRC supervisor's line is now 800-432-0762 V/TTY.

## **ANSWERING PREFERENCE MODE**

### **What is answering preference mode for?**

When you place a relay call to MRC, MRC REP usually answer the phone via Voice first, then TTY and then ASCII mode. MRC needs to know which answering mode you want the REPS to use when they answer your calls to MRC. You can choose two preference: TTY, Voice, Hearing Carry Over (HCO), Voice Carry Over (VCO), or ASCII (personal computer).

## **SPEED DIAL LIST**

### **What is Speed Dial List all about?**

Speed Dial will let you place calls faster through the relay to those people you call most often. Pick up to eight (8) numbers you call most often through MRC.

### **What do I put down for special instructions?**

You can put down your special billings or request. For example, you may want to bill the call by calling collect or using a calling card. You can even put down special instructions such as NE, NA, verbatim, extension numbers and even the specific person you want to talk to.

### **I'm lost, what is NE?**

No Explanation (NE) is when you do not want the REPS to explain what a relay call is about. You should use NE if the called to person is very familiar with MRC. It is not recommended you to use NE if the called to person do not understand what MRC is all about.

### **What about NA?**

No Announcement (NA) is when you do not want the REPS to announce relay when the called to person answers the phone. Again, it is not recommended you to use NA if the called to person is not familiar with MRC. It is also not recommended you to use NA if you are not a fast typist when using a TTY.

**I have two calling cards: one for work, and the other for personal use. What should I do?**

Let a MRC supervisor know that you'd like to have a second calling card information in the CPS. The CPS allows room for two cards.

**OTHER CPS-RELATED QUESTIONS**

**Is the CPS good for hearing relay users?**

Yes. Hearing relay users are encouraged to fill out the CPS form. It provides the same benefits: it makes calls processed faster by eliminating the need to provide certain information to the REP each time a call is placed. It is especially useful when the hearing relay users have your name on their speed dial list.

**I heard that CPS has this ability to dial the last number. True?**

Yes, Last Number (LN) redial allows the REP to redial the last number dialed if you reached a busy or no answer on a previous call. This feature only works if no other calls have been made on the same phone line. Simply type to the REP "LN GA" instead of "last number GA" or giving out the phone number.

# COIN PHONES THROUGH RELAY

---

## LOCAL CALLS

1. DIAL 711
2. PROVIDE CA WITH TELEPHONE NUMBER
3. CA WILL COMPLETE AT NO CHARGE

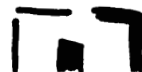
## TOLL CALLS

1. DIAL 711
2. PROVIDE CA WITH TELEPHONE NUMBER
3. IF ALTERNATE BILLING IS REQUESTED, PROVIDE CA WITH BILLING INFORMATION\*
4. CA WILL COMPLETE TOLL CALL AND YOU WILL BE CHARGED FOR THE MINUTES OF USE FOR THIS CALL

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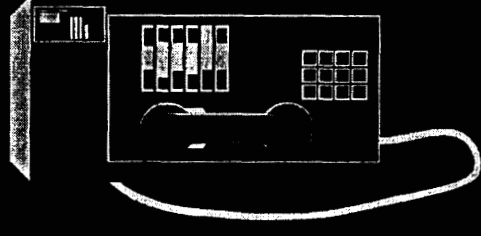
\*-CALLING CARDS WILL COST NO MORE THAN IF YOU PAID WITH COINS.

- PREPAID CARD RATES VARY WITH PROVIDERS (SOME PREPAID CARDS MAY NOT WORK BECAUSE THE PREPAID CARD PROVIDERS ARE NOT REGISTERED WITH THE TRS PROVIDERS. SEE TDI and SHHH web sites for further info.
- COLLECT and THIRD PARTY CALLS CAN BE MADE AT THE SAME RATES AS REGULAR PHONE USERS PAY.



# You Can Use Payphones!

- Local Calls Are Free
- Must bill all Toll/Long distance Calls by:
  - Calling Card
  - Pre-Paid Calling Card
  - Collect
  - Third Number Billing
- Rates Cannot Be Higher



KANSAS RELAY  
C E N T E R

# The FCC Also Required:

- Coin-Sent-Paid Access
  - You can dial the KRC from any pay phone - no money necessary
  - You can call the KRC by dialing 1-800-766-3777 or 711
  - Local calls are free



KANSAS RELAY  
CENTERS

# The FCC Also Required:

- Coin-Sent-Paid Access
  - However, to make long distance calls from a pay phone, you MUST use:
    - Telephone calling card
    - Pre-Paid Calling Card
    - Call collect
    - 3rd Number Billing



KANSAS RELAY  
C E N T E R